

Bulletin

D-12-21-4

Date: December 8, 2021

Bulletin: All Dealers and Title Services Agents

From: Business Licensing and Driver Instructional Services

Subject: **Customer Connect Rollout 2 Changes**

On December 6, 2021, the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) deployed its second and final phase of Customer Connect. Phase two includes driver services, driver enforcement, investigations, and financial services.

Customer Connect consolidates existing IT systems at MDOT MVA into a single portal, giving us a complete view of the customer and real-time updates, which decreases delays for our customers. Here are some of the benefits available with Customer Connect:

- **Greater access to customer information online.** Customers are encouraged to set up an online account with MDOT MVA in order to review information regarding the status of their driver's license and vehicles, as well as any correspondence sent to them. All salesman and title service agents standings will also be visible on the online account.
- **A more secure product** with the implementation of MD ID, a randomly generated number that will protect a customer's personal information.
- **New and improved appointment scheduling system** with the goal of eliminating duplicate appointments and ensuring people are eligible for an appointment, prior to allowing them to schedule.
- **FEIN replaces Maryland business Soundex.**

Should you have any questions, please contact us at mvabldisd@mdot.maryland.gov